



MERCYCARE INSURANCE COMPANY
MERCYCARE HMO, INC.
P.O. BOX 2770, JANESVILLE, WI 53547-2770

MERCYCARE HEALTH PLAN

3430 Palmer Drive
P. O. Box 2770
Janesville, WI 53547-2770
608-752-3431 or 800-752-3431
Customer Service 1-800-895-2421
FAX 608-752-3751
www.mercycarehealthplans.com



Type of Plan Health Maintenance Organization
Total Number of Members..... 31,500
Years of Operating Experience 13
Total Number of Primary Care Physicians (PCPs) 119
Percentage of PCPs Accepting New Patients 90%
Percentage of Board Certified Specialty Care Physicians 91%
Number of Hospitals Affiliated with Plan..... 10
Number of Urgent Care Facilities 15
Number of Dentists Provider of Your Choice
Percentage of Dentists Accepting New Patients Not Applicable





ADDITIONAL INFORMATION

Referral Requirements	MercyCare has an open access network of participating providers and specialists. If the specialty care your participating MercyCare Primary Care Physician (PCP) wants you to receive is available within MercyCare's provider network, he or she will direct you to a specialist in the network. If the care you require is not available from a participating provider, your PCP must request a referral. MercyCare will notify you in writing whether your referral is approved or denied.
Prior Authorization Requirements	Prior authorization is required for specific services performed by a participating provider. MercyCare requires the participating provider to obtain prior authorization on your behalf. If prior authorization is not obtained for services by a participating provider, you the member, will be held harmless for charges related to covered services. Any services provided by a non-participating provider require a referral and prior approval from MercyCare. If prior authorization is not obtained for services from a non-participating provider, you the member, will be responsible for the charges. If you have a question about your prior authorization, please contact our Customer Service Department at 1-800-895-2421
Medicare Claims Procedure	When receiving care from an participating provider, all claims are handled electronically. No claim form is necessary.
OnLine Services	<ul style="list-style-type: none"> • www.mercycarehealthplans.com Click on members and enter your group number, click on locate a physician and you will find the most recent provider listings. • E-mail your questions to: mcare@mhsjvl.org or go to the contact us page at www.mercycarehealthplans.com
Outpatient Mental Health Network/Policy	All mental health and substance abuse services must be provided by a participating provider. If you need assistance in selecting a participating provider, please contact 1-800-895-2421.
24-Hour Nurse Line	For healthcare information or advice on illnesses or injuries, and help finding a doctor in the MercyCare network, call 1-888-756-6060 or 1-608-758-5770.
PCP Restrictions	Members are requested to select a PCP to coordinate their care. Each family member may choose a different PCP.

ADDITIONAL INFORMATION

Dental Benefits	<p>Call Delta Dental at 1-800-236-3712 with coverage questions. Visit www.deltadentalwi.com to find a network dentist.</p> <p>Coverage: Individual Annual Maximum \$1,000</p> <p style="padding-left: 40px;">Individual Lifetime Orthodontic Maximum \$1,500</p> <p><u>Diagnostic & Preventive Services</u> no deductible applies 100%</p> <p><i>*Examinations, teeth cleaning (prophylaxis), sealants, bitewing & full mouth x-rays, fluoride treatments, space maintainers (limited to one check-up every 6-months)</i></p> <p><u>Basic Restorative Services</u> \$25 single/\$75 family deductible 80%</p> <p><i>*Amalgam (silver) restorations on back teeth, simple extractions, oral surgery, composite restorations (white) fillings on front teeth, stainless steel crowns, local anesthetics, emergency treatment to relieve pain</i></p> <p><u>Endodontics and Periodontics</u> \$25 single/\$75 family deductible 50%</p> <p><u>Orthodontics</u> no deductible applies 50%</p> <p><i>*Orthodontics coverage for dependents to age 19.</i></p> <p>Benefit levels outside of Delta Dental Network subject to Maximum Plan Allowance. Your out-of-pocket expense will be less if you use a Delta Preferred Dentist.</p>
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Quality Improvement Initiatives	<ul style="list-style-type: none"> Physicians are educated and monitored for appropriate antibiotic use. Parents of newborn babies receive information regarding child appointments and immunizations. Postpartum Depression Prevention Program is used to better evaluate mental health of members immediately following delivery. All members who deliver receive a postpartum screening tool and a reminder notice for a check up after delivery. Work Site Health Education & Risk Assessments. Diabetic, Asthma and High Cholesterol Care Management Program.
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Counties in Service Area	Hospitals in County	Major Providers in County*
Dane		Cambridge Family Medical Clinic
Green		Brodhead Chiropractic Center, Mercy Brodhead Medical Center, Vision Clinic
Jefferson	 Ft. Atkinson Memorial Hospital  Watertown Hospital	Please refer to the provider directory, call (800) 895-2421 or (608) 752-3431, or go to www.mercycarehealthplans.com
Rock	 Edgerton Memorial Community Hospital  Mercy Hospital	Please refer to the provider directory, call (800) 895-2421 or (608) 752-3431, or go to www.mercycarehealthplans.com
Walworth	Lakeland Medical Center - if admitted by a Mercy Physician	Please refer to the provider directory, call (800) 895-2421 or (608) 752-3431, or go to www.mercycarehealthplans.com

* This column provides only a general summary of major provider groups. For a complete listing, please contact MercyCare Customer Service at 1-800-895-2421, or go to www.mercycarehealthplans.com and click on visitor, select locate a physician, next to choose a plan, select HMO.

MercyCare also has a separate Northeastern Illinois Network. The counties represented are McHenry and Lake. Please call our Customer Service at 1-800-895-2421 for an Illinois provider directory.